



Let's Solve

Case Study

Large scale SAP BASIS support
for 31 platforms, 650+ instances
for US-based Medical Devices,
Pharma & CPG Manufacturer



A Larsen & Toubro
Group Company

Client

The client is a US-based Multinational Medical Devices, Pharmaceutical and Consumer Packaged Goods Manufacturer.

Challenges

Support services for SAP BASIS for 31 platforms, 650+ instances, 2000+ servers & 40+ SAP Products

LTI Solution

We established a BI Center of Excellence (CoE), which offered a fully integrated solution, providing customer connectivity, supply chain integration & common dashboards to the client. The solution enabled sharing of best practice processes & technologies across the region, empowering the client with quicker decision-making and enhancing customer experience. The client named LTI as its Strategic BI Service Provider after establishment of the BI Center of Excellence.

Scope:



Operations

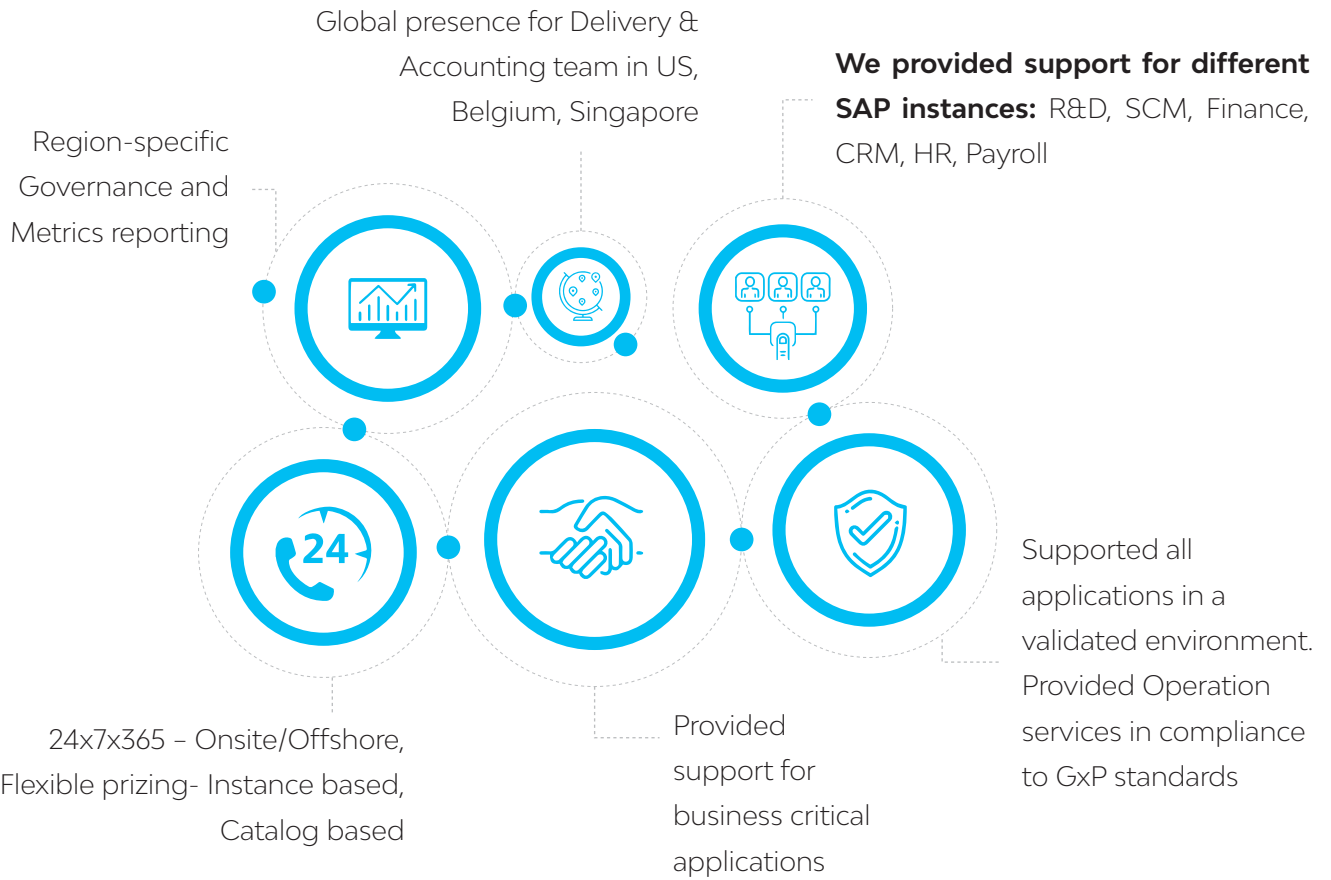
- Incident Management
- Change Management
- Problem Management
- Service Request Management
- System Monitoring, Health checks, Performance tuning, Trouble-shooting, Various KPIs reporting and documentation



Build & Engineering

- Project Execution – Build, Deploy, Migrate & Upgrade
- Core Engineering and Capability Introduction
- POCs & Technology Roadmap.
- L3 Support
- Catalog based Pricing

Solution



Business Benefits Delivered

100%

System Availability

82%

Reduction in MTTR

56%

Reduction in Incident Volume

99%

FPA Compliance

Key Innovations Delivered



SMART IT
Log Analytics



PARAM
Compliance
Process
Automation



Automated
Centralized
System
Management



SAP Failover
Remediation
Program



Engineering
CoE Multiple
New
Technology
Innovations



SDDC
Architectural
Assessment &
Factory



Model
Conceptualization



Solution
Manager



End User
Experience
Monitoring

LTI (NSE: LTI, BSE: 540005) is a global technology consulting and digital solutions Company helping more than 300 clients succeed in a converging world. With operations in 30 countries, we go the extra mile for our clients and accelerate their digital transformation with LTI's Mosaic platform enabling their mobile, social, analytics, IoT and cloud journeys. Founded in 1997 as a subsidiary of Larsen & Toubro Limited, our unique heritage gives us unrivaled real-world expertise to solve the most complex challenges of enterprises across all industries. Each day, our team of more than 27,000 LTItes enable our clients to improve the effectiveness of their business and technology operations, and deliver value to their customers, employees and shareholders. Find more at www.Ltinfotech.com or follow us at @LTI_Global